

Carers Action Group. Meeting November 2019 1.00pm – 3.00pm, Leatherhead HQ

Group members						
Name		Job Title	Organisation	Present	Apologies	Did not attend
Ann Stevenson		Associate Director of Quality Assurance & Reporting	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chrissie Caines	(CC)	Senior Manager Social Care - Mental Health West	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jo Ferns	(JF)	Matron	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jamie Gault	(JG)	Chief Executive for Action for Carers	AFC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Julie Cook	(JC)	Senior Operational Lead Surrey County Council	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ron Critcher	(RC)	Policy and Development Officer	SCC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sherdel Knight	(SK)	Administrator	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Janice Clark	(JC)	Carer Representative and Governor	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leanda Hargreaves	(LH)	Carer Representative	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gillian Trippner	(GT)	Head of Collaborative Contracts for Surrey Heartlands CCGs	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
John Bangs	(JB)	Carers Strategy & Development Manager	SCC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chris Hudson	(CH)	Divisional Governance & Compliance Lead	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debbie Hustings	(DH)	Partnership Manager Carers	CCG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jo Ann Morris Smith	(CH)	Carer Representative	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lisa Roberts	(LR)	Action for Carers	AFC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Julia Longrigg	(JL)	Recovery College	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Item	Actions: Meeting:	Actions
<Subheadings if appropriate>		
	<p>Previous meeting discussion and points; Minutes from last meeting agreed</p> <ol style="list-style-type: none"> Ann met with Jo Barnet and a summary document that provides information on which Trust policies and procedures are relevant to staff carers and will be shared at the next CAG meeting in January Update on Hampshire County Council who have gone out to procurement for a new carers service in the NE Hants area. Discussion around how we can promote the carers prescription for this group. Chrissie and Jamie have completed the actions for Rachel to link with Julie (CPA) and Catherine, this work will be ongoing Review attendance of the CAG, what can be done to widen the group? Ann and Chrissie to meet up with Liz Holland. Recovery college and FoCUS continue to be very involved Jamie to go out to the groups across Surrey and share names with Ann Stevenson if they are interested in attending the CAG. 	<p>Ann and Chrissie to meet with Liz</p> <p>Jamie Gault</p>
11.03	<p>Recovery College</p> <p>Julia Lonrigg presented information to the group on the work that has been delivered in the Recovery College for Carers. The CPA's have been leading this work and Julia has collated some statistical information to inform future delivery. New brochures have been produced that list all of the current courses. Courses for Carers have been piloted in Guildford and the first term 7 people attended and the second term 8 people attended.</p> <p>Spring Term 2019 Carers are already booking on to course for the Spring term and Mole Valley have 6 carers and Goldaming/Waverley have 7 carers attending.</p> <p>Securing appropriate venues has been an issue, however, 52 students have attended a wellbeing course. Discussion continues as to whether standalone, workshops, courses, networks or single sessions are better and this will be monitored by the CPA's in conjunction with Rebecca.</p> <p>The ages of carers attending are as follows; 25-40 = 0, 41-50 = 11, 51-60 = 16, 61-80 = 8</p> <p>Gender Male = 11 Female = 27</p> <p>Status Mothers = 19, Fathers = 5, Daughters = 2, Sons = 0, Husbands = 3, Wife = 2 and Sister = 2</p> <p>Who are being cared for;</p>	

	<p>Mum = 1, Dad = 1, Son = 16, Daughter = 11, Husband = 3, Wife = 3, Brother = 1, Sister = 1</p> <p>Mental Health diagnoses 9 psychosis, 3 bipolar, 10 PD, 3 Autism, 8 Anxiety /Depression</p> <p>The CPA's would like to offer more courses, however, finding venues and volunteers are ongoing issues. Julia will email Jamie regarding the possibility of locating new venues. SCC buildings, Gatton place, Epsom, Guildford and Reigate are all venues that could be considered. Julia to speak to Liz Holland & Rebecca Isherwood-Smith and ask for the bank of volunteers list which Joanne Massey Shand may have. Julia to send Quarter 3 summary to Sherdel for the carers report.</p>	
11.04	<p>SPA</p> <p>The SPA has gone live in the East with a plan for rolling out to all of the CMHRS's by March 2019. The pilot has gone well and Amanda will be invited to update the CAG on it's progress.</p>	
11.05	<p>Carers work within CYPS</p> <p>For 19-25 years of age there are carers groups which CYA run throughout the trust. The Haven Centre's have 4 drop ins and staff need to be made aware of the benefits young carers are entitled to, such as travel cards and taxis in order to support them to access the community and resources.</p> <ul style="list-style-type: none"> • Lisa from Action for Carers to be invited to a meeting with Julie and Ann 	
11.06	<p>National Updates</p> <p>There will be more in the future from NHS England on best practice for carers. NHS Primary Care will have to meet quality markers for carers and the CQC will be monitoring how it's embedded within the carers care pathway..</p>	
11.08	<p>Triangle of Care</p> <p>The Triangle of Care is a model of good practice for Mental Health. FoCUS Groups will be reviewing the letters being sent out from the wards and teams to carers. Ann and Mel are doing some work around the inpatient units and how letters should be sent out to all carers at the first opportunity. The Community Mental Health Recovery Service teams should also have the Triangle of Care embedded in practice and the CPA's will continue to promote this within the teams.</p>	
11.09	<p>Action for Carers</p> <p>Jamie Gault provided an update from Action for Carers. Adult support referrals – 626 Carers prescription referrals – 67% More carers are referring themselves so we need to remind staff to use this tool. Young Carers – 11 came from Health and 85% came from schools, services</p>	Jamie/Sherdel

	<p>and children services. Action for carers have been invited by other practices to raise awareness so that the whole of the service is fully resourced. The first annual carers survey came in with 1000 responses. Jamie will send Sherdel the data for sharing with the CAG Action for Carers trialed an extension of their hours. This amounted to 120 additional hours over 10 weeks with 53 calls in total. The hours were 8-9pm Monday – Friday and 9-12pm Sat – Sun. 21% were non-working carers and 51 out 53 were non urgent. Data shows Tuesdays were the most popular day. Jamie to review.</p>	
11.10	<p>CQC Analysis</p> <p>Information only – CQC are due to visit SABP in the near future</p>	
11.11	<p>Young Carers Survey</p> <p>A review will be undertaken to improve the your views matter survey's for young people on Meridian. A programme of work will be developed.</p>	
11.12	<p>Carers Handbook</p> <p>Julie has been working on this with the CPA's and once finalised it will then need to go to the Trust Comms team for sign off and printing.</p>	
11.13	<p>John's Campaign</p> <p>Staff are taking on the concept of the campaign but space for families to stay with their loved one on the wards is still an issue. Camp beds have been ordered. CPA's are developing a presentation for Jo Ferns and there will be an update at the next meeting. Sherdel will send the logo to Julie Cook</p>	
11.14	<p>Action Plans</p> <p>Ongoing updates</p>	
11.15	<p>Reports</p> <ul style="list-style-type: none"> • Two reports will be compiled going forward, one for CAMHS Carers and one for Adult carers. • Ann will meet with Lisa Roberts regarding the Young Carers element 	
	<p>AOB</p>	

Meeting Action log:

Ref:	Lead	Action	Update	Open/ Closed
Past Meetings Log				
	AS/CC	Meeting with Claire Clifford and June Ryan at ACU regarding Anderson Ward.	Meeting to be arranged once June is back from compassionate leave	On going
	AS	To sit with contracts to discuss carers support in drug/alcohol and forensic beds		Open
	CH	To send information on how to disseminate carers plan to the QAG.	Awaiting update from Chris Hudson	Open
	JC/JB	To meet and discuss staff policies and how to improve support to staff carers	Ann has met Jo to discuss carers issues within policies and procedures and have agreed that Jo will produce a bite size information and linking all policies and procedures for staff carers and issues and this will be placed on our staff carers intranet. It was also agreed that any other issues picked up will be given to the PAG	In progress
	AS	Ann to contact Lorna to see how carers are supported within Hampshire	Discussed with Gillian and contact details provided for the Prince's Royal Trust and how we may work together to implement the Carers Prescription	In progress
	CC/JC	Proposal that SCC will commence reporting of carer-assessments on the electronic system	This is not due until December	In progress
	CC	Chrissie was to have a meeting with Jamie after the CARERS ACTION GROUP to discuss the improved integration to working and will feed back at the next meeting	Need an update from Chrissie	
		Discussed the membership of the CARERS ACTION GROUP again and any carer can attend this group, however this is not a focus	A review was undertaken by Ann and Chrissie	In progress

		group, but a group which supports the Trust to ensure that carers monitor and support the work that is being implemented in the Trust.		
	AS/CC	Ann to meet with Liz and Chrissie to discuss FoCUS and CAG looking at the task and finish group. Will do in terms of a remit		
	AS/JC/CC	Ann, Chrissie and Julie to meet		Complete
	AS	LD to be more involved, invite Jacque Renfree to a telephone meeting with Ann		
	AS	Ann to meet with Katy Matthews to discuss drug & alcohol stays in Maidstone		In progress
November Action Points				
11.03	JL	Julia to drop Jamie an email re venues		In progress
11.03	JL	Speak to Liz Holland & Rebecca Islewood-Smith and as for the bank volunteers	Joanne Massey Shand may have this	In progress
11.03	JL	Send Sherdel QTR 3 summary		Complete
11.05	SK	Invite Lisa to meeting with Julie and Ann	Carers work within CYPS	
11.05	SK	Arrange meeting with Danny Wilkinson and Rosie Field	Target FoCUS approach meeting for CYPS	
11.09	JG/SK	Jamie to send Sherdel the AFC Survey	For the QTR 3 Carers report	Complete
11.11	JC	Handbook to be delivered to January meeting	To be delivered to January's meeting	
11.12	JF	Update on John's campaign	Quick update to be given at next meeting	
11.14	SK	Send Julie the JC logo		Complete
11.15	AS/LR	Ann to meet with Lisa about Children's carers report		

Day and Date	Venue	Time
Tuesday 29 th January 2019	Leatherhead HQ – Room G4	1.00pm – 3.00pm
Wednesday 13 th March 2019	Leatherhead HQ – Room A	1.00pm – 3.00pm
Wednesday 15 th May 2019	Leatherhead HQ – Room A	1.00pm – 3.00pm

